Diverse 2011
user guide

*YOU MUST SUBSCRIBE TO BT's CALLER DISPLAY SERVICE BEFORE YOUR DIVERSE 2011 WILL DISPLAY THIS INFORMATION

The Diverse 2011 is <u>not compatible</u> with the Diverse 1000

This equipment is not designed for making emergency telephony calls when the power fails. Alternative arrangements should be made for access to emergency services.

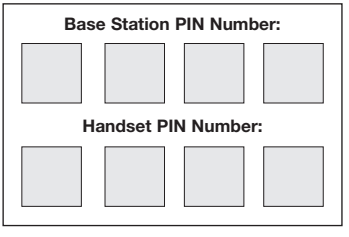
Check that your Diverse 2011 is complete.
When you unpack you should have:

- Diverse 2011 and base station
- Battery pack (NiMH)
- Handset belt clip
- Battery compartment cover
- Power adaptor
- Telephone line cord
- Caller Display user guide

For your records

Date of purchase:
Place of purchase:
Purchase price:

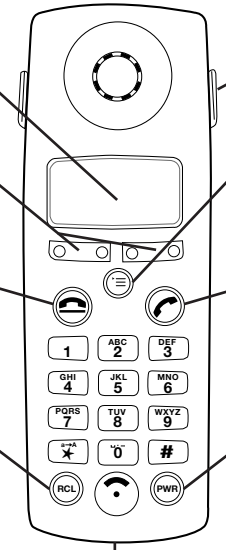
For warranty purposes, proof of purchase is required, so please keep your receipt.

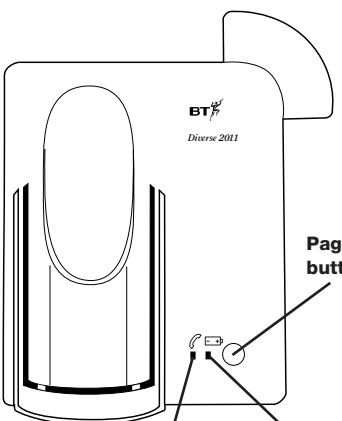


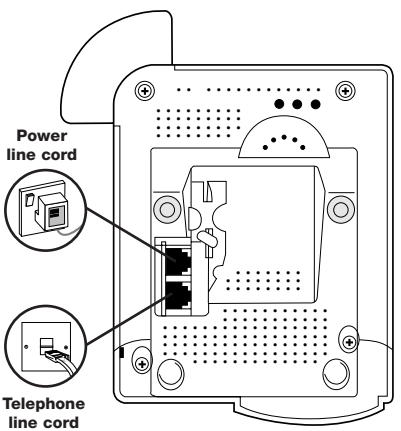
See page 25 for more information about your handset PIN.

Please open this page for an 'at a glance guide' to your Diverse 2011 .

At a glance


Display
Belt clip
Option buttons
Lets you select from the menu options on the display.
Menu
Brings up the menu on the display.
End Call (red)
Lets you end calls and cancel procedures.
Phone
Used to make and answer calls.
Recall
For use with switchboards and BT Select Services.
Power
For switching the handset ON and OFF.
Battery compartment


BT
Diverse 2011
Paging button
Lights up when you are on a call and flashes if you have received calls (caller display).
Lights up when batteries are charging.


Power line cord
Telephone line cord

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Hints and tips boxes
In this user guide, we have included helpful tips and important information shown in grey boxes.

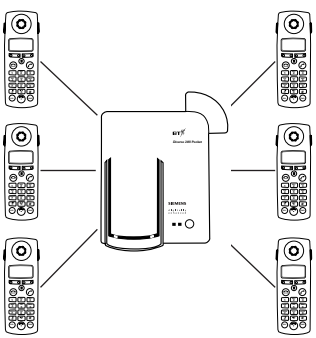
Introduction

Please read the instructions carefully before use and retain this user guide for future reference. This guide covers the basic features of the Diverse 2011.

As this product is rechargeable, it is normal that a certain amount of heat will be produced in its day to day operation. Whilst this is entirely safe, we would advise against placing the phone on antique, veneered or wooden surfaces as damage may occur.

Building up a phone system.

You can add further handsets to build up a comprehensive and easy-to-use cordless telephone system. Up to 6 separate handsets (8 with Diverse 2-line and Diverse ISDN) can be used with each Diverse base station; and each handset can itself work from six base stations.



Setting Up

Follow these steps to get your Diverse 2011 ready for use.

WARNING

1 **Use only approved rechargeable battery packs. Never attempt to use other batteries or conventional batteries. Using such batteries could lead to a short circuit or destroy the battery casing.**

Replacement battery packs are available from the Diverse Helpline on **0845 790 8070** and your local BT shop.

2 Do not try to use any power supply except the one provided, otherwise you may permanently damage your Diverse. It will also result in non-compliance with EN41003: 1993, and will invalidate the approval given to this apparatus.

3 Do not use non-BT charging stations; this could damage the batteries.

4 Research has shown that in certain cases, medical equipment can be affected by cordless telephones. A distance of at least one metre should therefore be observed between the telephone and medical equipment.

5 The Diverse 2011 can also interfere with other electrical equipment e.g. answering machines, TV and radio sets, clock radio/ alarms and computers if placed too close. It is recommended to place your Diverse 2011 at least one metre away from such appliances to avoid any risk of interference.

6 If you wear a hearing aid, please note that the Diverse system works by sending radio signals between the base station and handset. These signals can interfere with hearing aids, causing a humming noise.

WARNING cont.

7 There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the base station from the mains during storms.

8 Do not use your phone in bathrooms, near fire or water, or in areas where there is a danger of explosion.

9 Clean the handset and base station with a damp (not wet) cloth or antistatic wipe. Never use a dry cloth as this may cause a static shock.

10 Do not dispose of your batteries in normal household rubbish and do not place in water or a fire. Please dispose carefully.

General cleaning

Simply clean the handset and base station with a damp (not wet) cloth or antistatic wipe. Never use a dry cloth as this may cause a static shock. Never spray cleaning fluid directly onto the telephone.

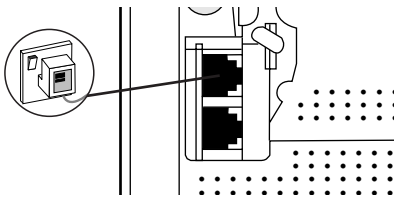
Approved rechargeable batteries

Nickel-cadmium	Nickel-metal hydride
Saft RC6	Sanyo HR-3 U (1300mAh)
Panasonic P-60 AA/1P	GP GP120 AA HC
Philips R6 NC-P	Varta VH 1101 AA
UCAR RC 6	Energizer EMH-1100 AAC
DAIMON ACCU 1000	
Varta Accu Plus Ni-Cad 1.2V No. 5006	
Sanyo N-3U	
Energizer Eveready RC 6	
GP60 AA KC	

Plan where you will put your Diverse 2011. It should be within two metres of a power socket and the phone socket.

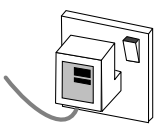
1 Connect the power cable

Plug the power cable into the power socket on the underside of your Diverse 2011. The power cable connector is coloured red. Please take care that the telephone cord and power cable plugs are connected to the correct socket as incorrect placement could damage the base station.



Ensure that the telephone line cord and the power supply are plugged into the correct socket.

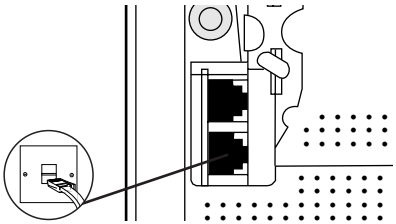
2 Plug the 3-pin adaptor into a mains power socket and switch on



Use only the power adaptor C39 280-Z4-C67 with your Diverse 2011.

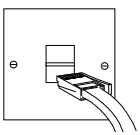
3 Connect the telephone line cord to the Diverse 2011 base station

Ensure that this is fitted correctly into the right socket.



4 Plug your Diverse 2011 into the phone socket

If you do not have a modern phone socket, call Freefone **0800 800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

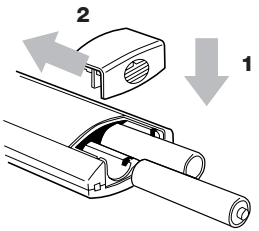


WARNING

It is recommended that the line cord is not connected until the handset is fully charged. This will prevent the risk of the phone being answered prior to the batteries being fully charged and therefore not achieving their optimum capacity.

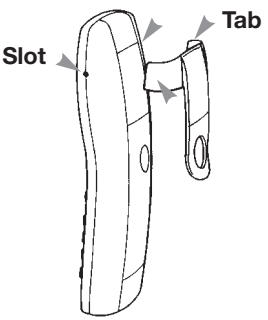
5 Install the rechargeable batteries in the handset

The handset uses the two AA size rechargeable batteries, which are supplied. You must only use approved batteries. To install them, insert the batteries as indicated on the label inside the battery compartment and slide the battery compartment cover shut. The battery compartment cover may be found in the packaging with the batteries.



6 Fit the handset belt clip

Fit the belt clip onto the back of the handset.



7 Charge the handset batteries for at least 16 hours

Battery display when inserting or replacing a battery

When you replace the handset batteries with ones that have been fully charged, the battery indicator will not show full until the next charge cycle has been completed. Charge the handset until the batteries register full again. From then on the display will be correct.

Place the handset on the base. The handset can be charged face up or down.

Make sure that the contacts on the bottom end of the handset are touching both charging contacts.

When the handset batteries are charging, the green **CHARGING** light comes on – it goes off when the batteries are fully charged. It will come on again occasionally to indicate that the battery is being topped up.

When the handset battery has been charged for 16 hours, the Diverse 2011 is ready to use.

Spare batteries are available from the Diverse Helpline on **0845 790 8070**.

Battery performance

After charging your Diverse 2011 for the first time, subsequent charging time for the handset batteries is approximately 4-5 hours. Batteries and case may become warm during charging. This is normal and not dangerous.

Under ideal conditions, the handset batteries should give about 7 hours talktime or 60 hours standby on a single charge (both standby and talk time is reduced for the Diverse 2000 Executive Handset to approximately 50 hours standby and 6 hours talktime). However, new NiCad batteries do not reach their full capacity until they have been in normal use for several days.

Please note that the lifespan of NiCad rechargeable batteries depends on how heavily they are used. However, over time, their capacity to recharge will begin to diminish and they will eventually need replacing.

Getting the most out of your batteries

Avoid replacing the handset on the base station between calls. It is best to keep the handset off the base for a few hours at a time.

NiMH batteries (nickel-metal hydride)

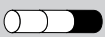
NiMH batteries take much longer to charge but their use can double handset talktime. When NiMH rechargeable batteries are used for the first time the charging display will not function correctly. The display will be correct only after charging the batteries, discharging and then recharging them again.

Battery low warning

An LCD on the handset display shows the current charging level. When the battery is almost flat a beep sounds and the display shows the empty battery symbol. Displays showing that charging is in progress are listed below:

Battery pack fully charged

Battery pack at 66%



Battery pack at 33%

Battery pack empty

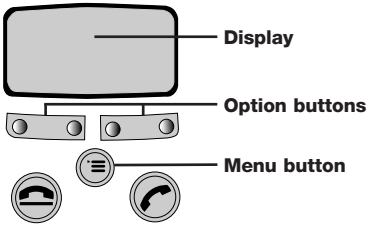
If the ⏻ symbol flashes

continuously, it means the handset is either out of range or is not registered with the base station. To register, follow the steps on page 31. All additional handsets you purchase will need to be individually registered with the base station before they will work with the Diverse 2011.

The ⏻ symbol may also flash after a power failure. Provided the handset has been registered with the base, the ⏻ symbol will stop flashing after a while indicating the handset has automatically re-registered to the base station. If it continues to flash, re-register the handset to the base station – see page 31.

Please note: *If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within a few seconds.*

Using the Diverse 2011



Your Diverse 2011 offers a menu driven display. You enter menu lists by pressing the **MENU** button. The **OPTION** buttons below the screen allow you to select options within each menu and make adjustments to their settings.

The options shown on the display are indicated by symbols as follows:

	DIRECTORY
▲ ▼	**UP/DOWN**
< >	**LEFT/RIGHT**
GO BACK	**GO BACK ONE STEP**
INT	**INTERNAL CALLS**
SET	**USED TO CHANGE BASE SETTINGS**
→→	**LAST NUMBER REDIAL**
OK	**SELECT/CONFIRM**
	GO BACK
	MORE OPTIONS
	CLEAR CHARACTER
	NEW CALL INDICATOR Indicates new calls when used with a Diverse, 2011, 2016 or Diverse 2020 Pocket and when you subscribe to Caller Display.

You can quit any menu at any time by pressing the **END CALL** *button . To go back one step, press the* **GO BACK** *button .*

Switching on/off and locking the keypad

To switch on

- Press and hold down the **PWR** button for about a second. The display comes on.

To lock the keypad

This prevents you accidentally operating the handset's keypad when carrying it around. You can receive calls, but cannot make calls.

- Press the **PWR** button briefly.

To unlock the keypad

- Press the **PWR** button briefly. You can now use the keypad again.

To switch off

- Press and hold the **PWR** button for about a second until the display goes blank.

The handset can only be switched off when in idle state (ie. not during a call or displaying a menu).

Making and receiving calls

To make a call

- Dial the number you want. Use the **CLEAR CHARACTER** button to correct any number you press by mistake.
- Press the **PHONE** button. The number is dialled.

Or

- Press the **PHONE** button. You hear the dial tone.
- Dial the number you want.

To end a call

- Press the **END CALL** button.

Or

- Simply replace the handset on the base station or charger.

To answer a call

- Press the **PHONE** button.

Or

- Lift the handset off the base station or charger.

The default setting is for an immediate connection to callers when lifting the handset from the base station or charger. This is called Auto Talk. It can be deactivated so that you always have to press the **PHONE** *button to answer a call.*

Secrecy

You can use the Diverse 2011 to place your caller on hold so that they cannot hear you talking.

To obtain secrecy on an external call

- Press **INT**. Display shows your handset's internal number and you hear the internal dial tone. This allows you to talk to someone in the same room, without your caller hearing the conversation. Instead, they hear a tune.
- Press the **RCL** button to resume your telephone call with the external party.

Secrecy is not available for internal calls.

To redial one of the last five numbers

The last five numbers dialled are saved.

- Press the **REDIAL** button.
- Press the **DOWN** button to highlight the number you want.
- Press the **PHONE** button to dial.

To redial the last number

- Press the **PHONE** button.
- Press **REDIAL**. The number is automatically dialled.

To delete a redial number

- Press the **REDIAL** button.
- Press the **DOWN** button to highlight the number you want.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *DELETE NUMBER*
- Press the **OK** button to confirm.

Paging and making calls between handsets

If you have multiple handsets registered with the base, the Diverse 2011 enables two handsets to talk to each other on an internal 'intercom' call, while a third handset can be on an external call.

To make an internal intercom call

- Press the **INT** button.
- Dial the internal handset number you wish to call.

To call all other handsets registered to the same base

- Press the **INT** button.
- Press the ✱ button. Display shows all handsets registered.
- All handsets are called. You can talk to the first handset that answers.

Alternatively, press the **COLL.CALL** option after you press **INT** button.

To find a handset's extension number

- Press the **INT** button.
- The handset's extension number is displayed ie. *INTERN 3*.

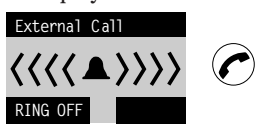
To page a handset from the base station

To locate handsets that are away from the base station.

- Press the **PAGING** button on the base. All handsets registered with the base will ring for 30 seconds.
- To stop paging press the **PAGING** button again.

To receive a paged call

The display show:



- Pick up the handset from the base.

Or

- Press the **PHONE** button.

To put an outside call on hold while you make an internal call

- Press the **INT** button.
- Dial the extension number you wish to contact.
- To go back to your caller press **RECALL**.

The internal number you called will hear internal busy tone and will need to press the **END** button to end the connection.

To transfer an external call between handsets

You are in conversation with an outside caller and want to transfer the call to another handset.

- Press the **INT** option button.
- Dial the extension number you want.
- When the call in answered, press the **END CALL** button, or replace your handset on the base station.

Using the Directory

Your Diverse 2011 has a Directory which stores up to 100 names and numbers in the memory (the longer the name, the more memory will be used).

You can use the Phone Book to look up names and numbers and dial directly.

To add a name and number to the Directory

- Press the **DIRECTORY** button. Display shows --- if the phone book is empty, otherwise the names in alphabetical order.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *NEW ENTRY*.
- Press the **OK** button.
- Enter the name: (see Entering names and numbers page 13).
- Press the **RIGHT** button to move the cursor to the next line.
- Enter the number.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *SAVE ENTRY*.
- Press the **OK** button to confirm.

Entering names and numbers

There are three lines in your display for entering information. 1st line for the name (maximum 16 characters) 2nd and 3rd lines for the number (maximum 32 characters)

Upper and lower case

- Press the * button to switch from lower to upper case for one character.

Controlling the cursor

- **LEFT/RIGHT BUTTONS** are used to move the cursor to the right and left. When you have entered the name, move the cursor to the right until it goes to the next line where the number can be entered.

Letters are entered by pressing the relevant button repeatedly. For example, to store the name JOHN:

- Press and hold **5** on the keypad until J appears in the display.
- Then press and hold **6** on the keypad until the display shows O.
- Enter the H by pressing and holding **4** on the keypad until H appears on the display.
- Press and hold **6** on the keypad until N appears on the display. The whole name is now entered.

Delete

Press the **CLEAR CHARACTER** button to delete the character to the left of the cursor. Hold down the button to keep deleting characters automatically.

Insert

Characters are inserted to the left of the cursor. Position the cursor and add the character required.

To dial a number stored in the Directory

- Press the **DIRECTORY** button to open the phone book.
- Press the **DOWN** button to scroll through the names or find the required name by using the keypad to enter the first letter of the name.
- Press the **PHONE** button to dial the number.

Quick search for a Directory name

When you have accessed the Phone Book it is possible to make a quick search to a listed name.

- Press **DIRECTORY** option.
- Press the button with the first letter of the name you wish to call.

The display will now highlight the first name in the address book that starts with that letter. If this is the correct name press **PHONE** to dial.
Or
Use the **DOWN** option to move to the correct name, then press **PHONE**.

To change an entry

- Press the **DIRECTORY** button.
- Press the **UP/DOWN** buttons to scroll to the entry you want or find the required name by using the keypad to enter the first letter of the name.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *EDIT ENTRY*.
- Press the **OK** button.
- Change the name and number as required.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *SAVE ENTRY* (or **CANCEL** if you don't want to save the changes).
- Press the **OK** button to confirm.

To view an entry

- Press the **DIRECTORY** button.
- Press the **UP/DOWN** buttons to scroll to the entry you want or find the required name by using the keypad to enter the first letter of the name.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *DISPLAY ENTRY*
- Press the **OK** button to see the number.

You can do a quick delete by pressing the **GO BACK** button to show the options again, then highlight *DELETE ENTRY* and press the **OK** button.

To delete an entry

- Press the **DIRECTORY** button.
- Press the **UP/DOWN** buttons to scroll to the entry you want or find the required name by using the keypad to enter the first letter of the name.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *DELETE ENTRY*
- Press the **OK** button to confirm.

To delete all names and numbers

- Press the **DIRECTORY** button.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *DELETE DIRECTORY*.
- Press the **OK** button.
- Enter the PIN number of the handset (default = *0000*).
- Press the **OK** button.

The display shows a *YES* or *NO* option to confirm deletion from the directory. If YES is selected, the entire directory is deleted.

Additional Directory functions

When entering new names and numbers, you can use the **MORE OPTIONS** menu for the following functions:

Save Entry
The information entered so far is saved in the phone book.

Insert a function/pause
Using *INSERT FUNCTION* allows you to insert a pause. This is generally required when your Diverse base station is connected to a switchboard/PBX.

Show Function
Displays an explanation of any special character used in a stored number or short cut code (see *Short Cuts*, page 16)

Check Duplicate
This allows you to check whether or not the number you are entering has already been stored in the memory.

Cancel
The procedure is cancelled without saving the entry.

To check how much memory is available

- Press the **DIRECTORY** button.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *AVAILABLE MEMORY*
- Press the **OK** button. The percentage memory available for storing further entries in your handset is displayed for approximately 2 seconds.

You can save approximately 100 entries in alphabetical order in your directory. The actual number depends on the length of the names and numbers stored.

The memory is also used by the Short Cuts function (see page 16). To make more memory available for directory entries you can delete Short Cuts that you do not use.

Using the redial memory

As well as being able to redial the last five numbers called (see page 10) you can display or delete numbers or edit and copy them into the Phone Book.

To copy a redial number to the Directory

- Press the **REDIAL** button.
- Press the **DOWN** button to highlight the number you want.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *COPY NUMBER*
- Press the **OK** button.
- Enter a name for the number (see page 13)
- Press the **MORE OPTIONS** button
- Press the **DOWN** button to highlight *SAVE ENTRY*
- Press the **OK** button to confirm.

Call barring

You can set your Diverse 2011 so that no outgoing calls can be made except **999**, **112** and **9112** calls and any special 'emergency numbers' stored in the base station memory. See your base station user guide for details.

Your handset PIN number acts as a security measure when locking the Diverse 2011. To change it, see page 25.

The handset will still receive incoming calls.

To switch on the handset lock

- Press the **MENU** button.
- Press the **DOWN** button to highlight *HANDSET LOCK*.
- Press the **OK** button.
- Enter the handset PIN number (default = *0000*).
- Press the **OK** button.
- Press the **DOWN** button to highlight *LOCK ON/OFF*.
- Press the **OK** button. Display shows an open lock.
- Press the **ON** button. Display shows a closed lock icon.
- Press the **OK** button.

When scrolling through the handset lock menu you will see the display [DSS] NUMBER. Under no circumstances should you try to amend or store this number as this may stop you from dialling emergency numbers when the handset is locked.

To switch off the handset lock

- Press the **MENU** button.
- Press the **DOWN** button to highlight *HANDSET LOCK*.
- Press the **OK** button.
- Enter the handset PIN number (default = *0000*).
- Press the **OK** button.
- Press the **DOWN** button to highlight *LOCK ON/OFF*.
- Press the **OK** button. Display shows a closed lock icon.
- Press the **OFF** button. Display shows an open lock icon.
- Press the **OK** button.

Short Cuts

You can use the short cut menu to reduce the number of keypad presses required to operate a number of functions. Short cuts work with Diverse 2010, 2011, 2015, 2016 and 2011 base stations.

The pre-set short cuts

The short cuts you are most likely to need are already contained in a menu and listed on page 18/19. You must store these pre-set short cuts in the memory before they can be used. This is because short cuts take up some of the memory which you may prefer to use for storing names and numbers in the phone book.

You can also create your own short cuts for your most frequently used functions, see page 17.

WARNING
Total units and unit check features are not applicable in the UK and can be deleted to conserved memory.

Pre-set short cut menu
These short cuts must be stored in the memory before you can use them. See below.

To store the pre-set short cuts

- Press the **MENU** button.
- Use the **UP** or **DOWN** options to highlight *SHORT CUT*.
- Press **OK**. If previous short cuts have been created, they are displayed, otherwise the display shows - - - - - -.
- Use the **UP** or **DOWN** options to highlight a short name or, if no names exist, highlight the display - - - - - -.
- Press **MORE OPTIONS**.
- Use the **UP** or **DOWN** options to highlight *DEFAULT SHORT CUTS*.
- Press **OK**. Display will show *CAUTION: USE ONLY WITH SPECIFIC BASES.*

Either

- Press **LOAD** to store the pre-set short cuts. The screen will display *SYSTEM SHORT CUTS COPIED IN LIST.*

Or

- Press **CANCEL** to return to the short cut list without storing the short cuts.

Then

- Press the **END CALL** button to return to standby or use the **UP** and **DOWN** options to perform another short cut operation.

To create a new short cut
You can set your own short cuts to suit your needs.

- Press the **MENU** button.
- Use the **UP** or **DOWN** option to highlight *SHORT CUT*.
- Press **OK**. If previous short cuts have been created, they are displayed, otherwise the display shows - - - - - -.
- Use the **UP** or **DOWN** option to highlight a short name or, if no names exist, highlight the display - - - - - -.
- Press the **MORE OPTIONS** button.
- Use the **UP** or **DOWN** option to highlight *NEW ENTRY*.
- Press **OK**. This display flashes *NAME*.
- Use the keypad to enter the name you want to give to the short cut you are creating.
- Press the **RIGHT** arrow button. This moves the cursor to the location where you can enter the functions you wish to store as a short cut.

Adding short cut functions

- Press the **MORE OPTIONS** button.
- Use the **UP** or **DOWN** option to highlight *INSERT FUNCTION*.
- Press **OK** to display a list of functions.
- Use the **UP** or **DOWN** option to highlight the function you want.
- Press **OK**. The screen displays the character representing the function you want. See the following function table chart for the meaning of each character.
- Repeat the above five steps to add more functions.

Checking to see if the short cut duplicates one already stored

- Press the **MORE OPTIONS** button.
- Use the **UP** or **DOWN** option to highlight *CHECK DUPLICATE*.
- Press **OK**. The display tells you if the new short cut is a duplication of an existing short cut.
- Press the **GO BACK** button. This returns you to the display so you can change the entry if required.

Saving the new short cut

- Press the **MORE OPTIONS** button.
- Use the **UP** or **DOWN** option to highlight *SAVE ENTRY* (or highlight *CANCEL* if you do not want to save the entry).
- Press the **OK** button to confirm. Any saving will be performed and all available short cuts will be displayed.
- Either press **END CALL** to end the session or select one of the short cuts to carry out other operations.

Function table

Function	Display
Request PIN Code	C
Check or Request number	N
Insert pause	P
Request acknowledgement	Q
Base Prompt	B
INT button	I
SET button	S
Redial button	W
End Call	E
Temporary switch to tone	M

Explaining the function table

Request PIN code (C)

The short cut is interrupted and you can enter a PIN of your choice (e.g. for telephone banking). The entries are displayed as "✶". When you have confirmed your entry press the **OK** button the short cut continues processing.

Check or Request number (N)
The short cut is interrupted and you can enter a number of your choice. When you have confirmed the number press the **OK** button the short cut continues processing.

Request acknowledgement (Q)
The short cut is interrupted to allow you to hear the dial tone, for example. When you have confirmed press the **NEXT** button the short cut continues processing.

Base messages (B)
The short cut is interrupted to display messages from the base station and to enter digits (e.g. when the internal number is requested). When you have confirmed press the **NEXT** button the macro continues processing.

The table below shows some of the default short cut names, content and explanation

Name	Content	Explanation
Base lock	S#24CBS	Short Cut (Switch the base station lock on and off)
Base ringer volume	S#*5BS	Short Cut (Adjust the base station ringer volume)
Call barring OFF	S#84CB0S	Short Cut (Switch dial lock off)
Call barring ON	S#84CB1S	Short Cut (Switch dial lock on)

Using the "Call Barring on" short cut will do the following for you

- Press the **SET** button.
- Press the **#** button followed by the **8** and **4** buttons.
- Request a **PIN** number. The user will have to enter the **PIN** number and **OK** it.
- Press the **1** button. This will activate the function.
- Press the **SET** button.

If doing the above manually you would have to press the menu button to display the main menu then highlight *SERVICE* to display *SET* after which the **SET** and **INT** buttons have to be pressed before the above steps can be carried out.

To use a short cut
You can use a short cut while the phone is in standby.

- Press the **MENU** button.
- Use the **UP** or **DOWN** option to highlight *SHORT CUT*.
- Press **OK**. A list of short cut names are displayed.
- Use the **UP** or **DOWN** option to highlight the short cut you want.
- Press the **MORE OPTIONS** button.
- Use the **UP** or **DOWN** option to highlight *START*.
- Press **OK**. The short cut sequence will start automatically. It will prompt the user for the pin number or number as required.

To view, change or delete a short cut

- Press the **MENU** button.
- Use the **UP** or **DOWN** option to highlight *SHORT CUT*.
- Press **OK**.
- Use the **UP** or **DOWN** option to highlight the short cut you want.
- Press the **MORE OPTIONS** button. From here you can view, edit or delete a Short Cut.

Viewing.

- Use the **UP** or **DOWN** option to highlight *DISPLAY ENTRY*.
- Press **OK**. The short cut name and content is displayed.
- Use the **GO BACK** button to return to the menu.

Editing.

- Use the **UP** or **DOWN** option to highlight *EDIT ENTRY*.
- Press **OK**. The short cut name and content is displayed with the cursor positioned at the end of the line.
- Use the **LEFT** and **RIGHT** options to move the cursor; the **CLEAR CHARACTER** option to delete the character to the left of the cursor; the keypad to insert a character or number; and the **MORE OPTIONS** option to go to another menu to allow a function to be inserted.
- Press the **MORE OPTIONS** button.

Either

- Save the changes by using the **UP** or **DOWN** option to highlight *SAVE ENTRY*.
- Press **OK**

Or

- Cancel by using the **UP** or **DOWN** option to highlight *CANCEL*.
- Press **OK**.

Then

- Press the **END CALL** button to return to standby.

Deleting.

- Use the **UP** or **DOWN** option to highlight *DELETE ENTRY*.
- Press **OK**.
- Press the **END CALL** button to return to standby.

To delete all short cuts

- Press the **MENU** button.
- Use the **UP** or **DOWN** option to highlight any *SHORT CUT*.
- Press **OK**.
- Use the **UP** or **DOWN** option to highlight any short cut name.
- Press **MORE OPTIONS**.
- Use the **UP** or **DOWN** option to highlight *DELETE MEMORY*.
- Press **OK**. Display prompts you to enter the handset PIN number.
- Enter the handset PIN.
- Press **OK**. Display shows *DELETE ALL ENTRIES?*

Either

- Press **YES** to delete all entries.

Or

- Press **NO** to return to the list of short cut names.

Then

- Press the **END CALL** button to return to standby or press **MORE OPTIONS** to create new short cuts.

To check how much memory is available

This gives you all available memory.

- Press the **MENU** button.
- Use the **UP** or **DOWN** option to highlight *SHORT CUT*.
- Press **OK**.
- Use the **UP** or **DOWN** option to highlight any short cut name.
- Press **MORE OPTIONS**.
- Use the **UP** or **DOWN** option to highlight *AVAILABLE MEMORY*.
- Press **OK**. The amount of memory available is displayed for a few seconds.
- Press the **END CALL** button to return to standby.

Copy entry and copy short cut is only currently supported by the Diverse ISDN product, refer to the ISDN User Guide.

Changing the settings of your Diverse 2011

To adjust the handset volume

You can set the handset volume to three different levels – low, medium and high. (Default setting low.)

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *HANDSET VOLUME*.
- Press the **OK** button.
- Press the **LEFT/RIGHT** buttons to set the volume required.
- Press the **OK** button to confirm.

To adjust the handset ringer volume and tone

You can set the volume of the ringer to 6 levels, and the tone to 10 different levels.

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *RINGER OPTIONS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *RINGER VOLUME* or *RINGER TONE*.

- Press the **LEFT/RIGHT** buttons to set the volume or tone required. The ringer or tone is played for you.
- Press the **OK** button to confirm.

To adjust the ringer volume in the base station

There are seven levels: 0 = off, 6 = high. (Default setting is 6.)

- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press the ✶ button.
- Press the **5** button. Display shows the volume level set. Ringer sounds a sample level.
- Press a button between **0** (OFF) – **6** to set the new level. Display shows the new level.
- Press the **SET** button to confirm the setting.

To adjust the tone of the base station ringer

There are six levels: 1 = low, 6 = high. (Default setting is 1.)

- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press the ✶ button.
- Press the **6** button. Display shows the volume level set.
- Press a button between **1-6** to set the new level. Display shows the new level.
- Press the **SET** button to confirm the setting.

Handset settings

The handset setting menu allows the following settings to be changed.

Beeps You can switch advisory and warning beeps on or off. Switching them off will save battery energy but may deprive you of information you may need while using your phone.

- **Button beep** Each time you press a button, the action is confirmed by a beep. Default setting is ON.
- **Battery warning beep** Tells you when the battery needs charging. Default setting is ON.
- **Range warning** Tells you when the handset is too far from the base station. Default setting is OFF.
- **In-range beep** Tells you the handset has just logged on to a base station. The handset will only log on to a base station if it is within range and is registered with it. Default setting is OFF.
- **Confirmation beep** Confirms that you have followed procedures correctly. Default setting is ON.
- **Error beep** Lets you know that you have made a mistake during a procedure. Default setting is ON.

Auto Backlight The screen and the buttons light up whenever a button is pressed. This can be switched on or off.

Auto Talk When on, the handset automatically answers an incoming call when it is lifted off the base station or charger. This can be switched off so that you have to press the **PHONE** button to answer a call.

Change PIN Lets you change the handset PIN number used to access a range of features. See page 25.

Language A range of seven languages including English is available for the display on the handset.

Baby Alarm level This sets the threshold level for the sound picked up by the handset at which it will initiate a call. It is only effective when the baby alarm function has been switched on.

Initialisation This returns a handset to all its default settings.

To switch the beeps on and off

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *HANDSET SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *BEEPS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight the beep you want to switch on or off.
- Press the **OK** button.
- Press the **ON** or **OFF** button to change the setting.
- Press the **OK** button to confirm.

To switch Auto Backlight or Auto Talk on and off

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *HANDSET SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *AUTO BACKLIGHT* or *AUTO TALK*.
- Press the **OK** button.
- Press the **ON** or **OFF** button to change the setting.
- Press the **OK** button to confirm.

To reset your Diverse 2011 to its default settings

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *HANDSET SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *INITIALISATION*.
- Press the **OK** button.
- Enter the handset PIN number (default = *0000*).
- Press the **OK** button.

This will not affect the Directory, handset PIN or registration.

The handset will have the following settings after initialisation:

Ringer volume	**6**
Ringer tone	**1**
Handset volume	**1**
Range warning	**OFF**
In-range beep	**OFF**
Button beep	**ON**
Battery warning beep	**ON**
Confirm beep	**ON**
Error beep	**ON**
Auto talk	**ON**
Auto backlight	**ON**
Baby alarm volume	**2**
Last number redial list	**(deleted)**

Additional features

Caller Display

Caller Display lets you know who's calling without lifting the handset.

With BT's Caller Display service, your Diverse base station receives caller information which is transmitted over the BT network. This includes the date and time the call is received, and in most cases, the caller's phone number.

If you are using the standard Additional Handset, the screen shows the caller's number when the phone rings.

If you are using the Executive Handset and have stored a name with the number in your phone's directory, the name will be displayed instead.

If you do not answer the phone, your callers' details are stored in a Calls List which holds the last 30 calls.

You can display, scroll through and dial the numbers in the Calls List at the touch of a button.

To enable your Diverse phone system to use Caller Display, you have to subscribe to the service.

For information, call:
Free 150 for residential customers.
Free 152 for business customers.

If you are connected to a network other than BT, you will first have to subscribe to that network's Caller Display service. Call your network provider for more information.

See the enclosed Caller Display user guide for further details.

System code

As a digital phone system, your Diverse 2011 provides excellent security against others 'listening in' to your calls. You can also prevent unauthorised use of the handset(s). To do this you need to know the system code, which you can change if you wish.

The default setting for the system code PIN is *0000*. If you do not wish to change either, you can use this number for all code and PIN related functions. Please be aware that anyone with access to the system code (and this user guide) has the potential to change system settings.

To change the system code for the Diverse 2011 base station

This protects your settings and helps prevent unauthorised handsets using your system.

The default setting for the system code is *0000*. You can change this to any 4-digit number.

Handset power must be switched to ON and you must be in range of the base station.

- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press **8** on the keypad.
- Press the ✶ button.
- Enter the current system code (default = *0000*).
- Enter the 4-digit code you want.
- Confirm the code by entering it again.
- Press the **SET** button.
  The code is now entered.

To change the handset PIN (Personal Identification Number)

A PIN on your handset protects information, such as numbers stored in the memory, from unauthorised access.

If you change your Diverse 2011 PIN, keep a note of it in the box provided at the front of this book.

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to display *HANDSET SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to display *CHANGE PIN*.
- Press the **OK** button.
- Enter the current PIN number (default = *0000*).

- Press the **OK** button.
- Enter the new PIN.
- Press the **OK** button.
- Repeat the new PIN.
- Press the **OK** button to confirm.

You can correct any mistakes when entering the PIN by using the **LEFT/RIGHT** and **CLEAR CHARACTER** buttons.

Try not to forget your PIN number because expert technical help will be needed to release the phone. If you do forget your PIN, contact the Diverse Helpline on **08457 908070.**

Call allocation

If you have registered additional handsets with your Diverse 2011 base station you can specify the way you wish the phones to ring.

Group ringing

Your Diverse 2011 will ring all handsets registered to its base whenever there is an incoming call. This is called group ringing.

Ring priority

Your Diverse 2011 can be set so that an incoming call will ring first at a preferred handset. If there is no answer, the call will revert to all other handsets. This is called ring priority.

Your Diverse 2011 is preset for group ringing.

To change between ring priority and group ringing

The handset must be switched ON.

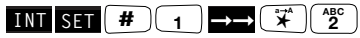
- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press the **1** button.
- Enter the system code. (default = *0000*).
- Press the **REDIAL** button.
- Press the ✶ button.
- Press the **2** and then the **3** button. Display shows current setting.
- Press the **2** button to select *RING PRIORITY*.

Or

- Press the **1** button to select *GROUP RINGING*.
- Press the **SET** button to confirm.

To set which handset will receive ring priority

Once you have set your Diverse 2011 to ring priority mode (see above), you can select the handset you want to ring first.



- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press the **1** button.
- Enter the system code (default = *0000*).
- Press the **REDIAL** button.
- Press the ✶ button.
- Press the **2** button twice.
- Press the handset number you want to ring first for all incoming calls.
- Press the **SET** button to confirm.

To set the number of rings on ring priority

You can specify the number of rings your selected handset can have before an incoming call reverts to all available handsets.

- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press the **1** button.
- Enter the system code (default = *0000*).
- Press the **REDIAL** button.
- Press the ✶ button.
- Press the **6** button. Display shows the number of rings currently set.
- Press a number button between **2-9** to set the number of rings you want.
- Press the **SET** button to confirm.

To add and remove handsets that respond to group ringing

The default setting is for all registered handsets to be set to group ringing.

- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press the **1** button.
- Enter the system code (default = *0000*).
- Press the **REDIAL** button.
- Press the ✶ button.
- Press the **2** button.
- Press the **1** button. Display shows the number of each handset currently set to group ringing.
- Press the handset number for each handset you want to add – or press again to delete the handset from group ringing.
- Press the **SET** button to confirm.

If you are experiencing problems, please call the Diverse Helpline on **0845 790 8070.**

Using the Baby Alarm

The baby alarm function is noise activated. With the baby alarm function is switched on, an internal call is automatically sent to another handset once the noise has reached a certain level. When the call is answered, the sound is transmitted.

To set the baby alarm level

You can set the volume level that triggers the alarm call. There are three settings. We recommend that you test the level that best suits your needs. Level 1 is the most sensitive setting. The default setting is level 2.

WARNING

The Baby Alarm function on your Diverse 2011 is activated only by noises over a certain volume. As it does not provide continuous monitoring it should therefore only be used as a back-up to your existing baby monitoring system.

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *HANDSET SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *BABY ALARM LEVEL*.
- Press the **LEFT/RIGHT** buttons to select the volume level.(1 = most sensitive. 3 = least sensitive).
- Press the **OK** button to confirm or the **CANCEL** button to quit without changing the setting.

To switch the baby alarm on

- Press the **MENU** button.
- Press the **DOWN** button to highlight *BABY ALARM*.
- Press the **OK** button.
- Enter the internal number of the handset you want to ring.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *STORE*.
- Press the **OK** button. Display shows *BABY ALARM ACTIVE* and the number of the extension that will be called if the volume exceeds the stored setting.
- Press the **OK** button again.

To switch the baby alarm off

The handset may be in idle state or may be activated and in a call with a handset.

If in idle state:

- Press the **OFF** button.

If in a call (handset active):

- Press the **END CALL** button.
- Press the **OFF** button.

When the Baby Alarm is switched on, the handset will not ring. Incoming calls are displayed on the handset's screen.

Place the phone 1-2 metres away from the baby. Make sure they cannot get hold of the handset.

All warning beeps should be switched off before using the Baby Alarm, see page 23.

To change the language of the display

You can have the display in English, French, German, Italian, Spanish, Portuguese or Dutch. The default setting is English.

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to display *HANDSET SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to display *LANGUAGE*.
- Press the **OK** button.
- Press the **UP** or **DOWN** button to highlight the language you require.
- Press the **OK** button to confirm.

If you accidentally set the wrong language

- Press the **MENU** button until you exit the menu completely.
- Press the **MENU** button again.
- Press the **UP** and **DOWN** arrows until one of these words are highlighted:
  – Einstellingen
  – Reglages
  – Impostazion
  – Ajuste
  – Instellingen
  – Programgôes
- Press **OK**.
- Press the **UP** and **DOWN** arrows until one of these words are highlighted:
  – Lakale Einst
  – Reglages Combiné
  – Impostaz. Telef
  – Ajuste Local
  – Program. local
  – Lokale. Instell.
- Press **OK**.
- Press the **UP** and **DOWN** arrows until one of the following words appear highlighted.
  – Sprache
  – Langue
  – Lingua
  – Idioma
  – Taal
- Press **OK**.
- Press the **UP** and **DOWN** arrows until one of the following words appear highlighted.
  – Inglês
  – Engels
  – Inglés
  – Inglese
  – Anglais
  – Englisch
- Press **OK**. The display should now be back in English.

Operating with more than one base station

Your Diverse 2011 can be used with up to 6 base stations. Each base station should have its own number, from 1-6 or a unique name.

If you are registering a handset with more than one base station, we recommend that you:

1. *Ensure that each base station has been assigned a different number or name.*
2. *Ensure that each handset, if possible, is given the same extension number at each base.*

Registering a Diverse 2011 handset with a base station

To register your handset with more than one base station or to re-register your handset

You can also follow these steps if you want to register a handset to only one base station but do not want it to appear on the display as *BASE 1*.

…either at a Diverse 1010, 1015, 2010, 2011, 2015, 2020 Pocket or 2016 base station. Press and hold down the **PAGING** button at the base station until you hear the beeps (after about 10 seconds)

…or at a Diverse 2-line or Diverse ISDN base station

Press the green LED button. The LED flashes during the registration process.

…then, at the handset

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *REGISTER*.
- Press the **OK** button.
- Press the **DOWN** button to select the base station you want to register with (*BASE1* to *BASE 5*).
- Press the **OK** button.
- Enter the base station code (default = *0000*).
- Press the **OK** button. There is a short wait until the available base station numbers are displayed.
- Enter one of the free internal extension numbers displayed on your screen.
- Press the **OK** button to confirm.

To set the Diverse 2011 to select the strongest base station signal

Once you have registered your Diverse 2011 to additional base stations, you can also set it to log on to the strongest base station signal automatically.

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SELECT BASE*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *BEST BASE*.
- Press the **OK** button.

To set the Diverse 2011 to search for a specific base signal

If you are using your handset in an area where the base signals overlap, we recommend that you specify one base station as the priority signal that your handset should search for.

If you give it a Priority Select setting, your handset will search for a specified base station for 30 seconds before looking for any other base station it has been registered with.

Alternatively, you can set it to log on to only one specific base station – this is Fixed Selection.

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SELECT BASE*.
- Press the **OK** button.
- Press the **DOWN** button to highlight the base station you want.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *PRIORITY SELECT* or *FIXED SELECTION*.
- Press the **OK** button.

To change the base station name

You can rename the preset base station names which appear on your screen. This lets your display permanently show a more meaningful name for your base station, for example, *KITCHEN, STUDY, OFFICE*.

- Press the **MENU** button.
- Press the **DOWN** button to highlight *SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to highlight *BASE SETTINGS*.
- Press the **OK** button.
- Press the **DOWN** button to select the base station required.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *CHANGE BASE NAME*.
- Press the **CLEAR CHARACTER** button until the old name has gone.
- Enter the new name.
- Press the **MORE OPTIONS** button.
- Press the **DOWN** button to highlight *SAVE ENTRY* if you do not want to save the changes highlight *CANCEL*.
- Press the **OK** button to confirm.

Switchboard compatibility

Your Diverse 2011 can be connected to all compatible switchboards. For a list of suitable switchboards, phone Diverse Helpline on **0845 790 8070** or BT on **154**.

Entering external access codes for older switchboards.

When you use your telephone on a switchboard you may need to program a delay after you have dialled the access code. This enables the switchboard to pick up an external line. By storing the access code your switchboard uses, for example '9', you can set this delay to be inserted automatically. You will still need to dial the access code each time before calling any telephone number you want.

Setting the TONE or PULSE mode

Your Diverse 2011 is preset to TONE dialling – where you hear a tone beep each time you dial a number. Tone dialling is suitable for all modern digital exchanges and switchboards. So you will only need to use this if your switchboard uses pulse dialling. If you cannot make a call with TONE dialling, you may need to switch to PULSE dialling.

To set PULSE dialling

- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press the **1** button.
- Enter the system code (default = *0000*). Each digit you enter erases one dash on the display.
- Press the **REDIAL** button.
- Press the buttons **0**, **3**, **3**.
- Press the **SET** button to set pulse dialling.

To re-set to TONE dialling

- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press the **1** button.
- Enter the system code (default = *0000*).
- Press the **REDIAL** button.
- Press the buttons **0**, **3**, **7**.
- Press the **SET** button to set tone dialling.

To set Time Break Recall with Tone dialling

- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press the **1** button.
- Enter the system code (default = *0000*).
- Press the **REDIAL** button.
- Press the buttons **0**, **3**, **7**.
- Press the **SET** button.

To set to Earth Recall with Tone dialling

- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press the **1** button.
- Enter the system code (default = *0000*).
- Press the **REDIAL** button.
- Press the buttons **0**, **3**, **6**.
- Press the **SET** button.

To insert an access code

The handset must be switched ON.

- Press the **INT** button.
- Press the **SET** button
- Press the **#** button.
- Press the **0** button.
- Enter the system code (default = *0000*). Each digit you enter erases one dash on the display.
- Press the **REDIAL** button. Display shows *R*———.
- Enter the access code (for example 9). If you want to enter additional access codes, press **REDIAL** again, followed by the next code, and so on.
- Press the **SET** button to confirm.

Notes

- *You can store* **RCL**, ✶, *and* **#** *as well as the digit keys* **0-9**.
- *You can enter up to three switchboard access codes, each one to three digits long.*
- *You may find it useful to enter 144 (for BT Chargecard access) as one of the access codes, together with an access pause of six seconds – see 'Setting the access pause' opposite.*

Setting the access pause

You can insert a pause or change the length of a pause to suit different access codes.

Code	PAUSE
0 2 4	1 second
0 2 5	2 second
0 2 0	3 second
0 2 1	6 second
2 5 3	To clear all access codes

The handset must be switched ON.

- Press the **INT** button.
- Press the **SET** button
- Press **#**.
- Press the **1** button
- Enter the system code (default = *0000*). Each digit you enter erases one dash on the display.
- Press the **REDIAL** button.
- Enter one of the three-digit codes above to set the length of pause you want.
- Press the **SET** button to confirm.

If you are experiencing problems, please call the Diverse Helpline on **0845 790 8070**.

Maintenance

General

Simply clean the Diverse 2011 and base station with a damp cloth or an antistatic wipe. Never use a dry cloth as this may cause a static shock.

Service

Within the warranty period

If you experience a problem with your Diverse 2011 you should contact the Diverse Helpline on **0845 790 8070**. Calls are charged at local call rates. If the problem is not remedied, you will be advised to contact your original point of purchase.

Some suppliers offer extended warranty schemes for cover outside the initial 12-month period. Please ask them for details.

Outside the warranty period

If your Diverse 2011 needs repair after the warranty period has ended, it must be repaired so as to remain compliant with the approval requirements for connection to the telephone network.

We recommend that you call the Diverse Helpline on **0845 790 8070**, and you will be advised of our recommended repair agents.

If you have to return your Diverse 2011 pack it securely, preferably in the original packaging including all parts of the product, i.e. the battery, power adaptor etc. We can not take responsibility for goods damaged in transit.

Help

Emergency Calls

The emergency services can be contacted in the UK by dialling **999** *or* **112** *which is valid in any country that is a member of the European community.*

If your Diverse base station is connected to a switchboard, you may have to dial an access number before **999** *or* **112** *to contact the emergency services. Some switchboards cannot dial out during a power failure.*

Battery performance

Batteries become warm during charging. This is normal and not dangerous. As charging is controlled electronically by the Diverse 2011, this means you can replace the handset back on the base station or charger at any time without overcharging.

Under ideal conditions, the handset batteries should give about 7 hours talktime or 60 hours standby on a single charge (both standby and talk time is reduced for the Diverse 2000 Executive Handset to approximately 50 hours standby and 6 hours talktime). However, new NiCad batteries do not reach their full capacity until they have been in normal use for several days.

Please note *that the lifespan of rechargeable batteries depends on how heavily they are used. However, over time, their capacity to recharge will begin to diminish and they will eventually need replacing.*

Replacing handset batteries
After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

Use only AA size nickel cadmium or nickel-metal hydride rechargeable batteries in the handset. Any other types may cause irreparable damage. Do not immerse batteries in water or throw them into fire, or dispose of them with ordinary domestic refuse. To charge the batteries, only use the plug-in power supply station provided.

Recommended batteries should have a power rating of 600m Ah 1.2V. Batteries are available from the Diverse Helpline **0845 790 8070** and your local BT shop.

BT accepts no responsibility for damage caused to your Diverse 2011 handset by the use of non-NiCad batteries.

If you have a problem, the following simple solutions may provide the answer.

No display appears
Is the handset switched on?
The battery may be flat or dead. Recharge or replace the battery.

No dial tone
Is the telephone line cord plugged into the phone socket and the base station?

If other handsets are registered on the base, the outside line(s) may already be in use. Wait until a line becomes free and try again.

The base station name is flashing on the display or you cannot link up with the base station. Is the handset registered with the base station? To register the handset, see page 31.

Is the mains power cable connected at the base and switched on at the wall socket?

Is the handset within range of a base station to which it is registered?

Please note: If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, and then ON again, it will find the base station within a few seconds.

The base station or handset does not ring
The ringer volume may be set too low or, at the base station, switched off. To adjust the ringer volume at the base station, see the user guide for that base station.

Handset beeps
Are the handset batteries low? You will hear a beep periodically.

If a base station name is flashing, you will hear four short beeps when you press the **PHONE** button. Check you are still in range of the base station.

Buzzing noise on my radio, TV, answering machine or computer
Diverse is too close, causing interference. Move it at least 1 metre away.

The radio signals from the handset to base station can cause unpleasant interference for people with hearing aids.

If you are still experiencing difficulty, please call the Diverse Helpline on **0845 790 8070**.

Technical information

Environment
Your Diverse 2011 should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres or place it in locations which prevent the free flow of air over its surfaces.

Range
The maximum range for the Diverse 2011 is up to 300m outdoors and up to 50m indoors. These figures are based on an ideal environment and will vary depending on your particular site. BT accepts no responsibility for the actual range achieved in a less perfect environment.

Warning
The apparatus is only designed to be operated in a normal office or domestic environment where the relative humidity does not exceed 75%. It should not be used in bathrooms.

Connecting to switchboards

The Diverse 2011 is only approved for use with a base which is compatible with switchboards, including those which do not provide secondary proceed indication.

If you would like a list of suitable switchboards, contact BT on **0800 800 154**. If you do have a compatible switchboard, it cannot be guaranteed that the telephone will operate correctly under all possible conditions of connection. If you have any difficulties, contact BT as above or the Diverse Helpdesk **0845 790 8070**.

Generally Diverse systems can be connected to any switchboard where a simple modern telephone can be used to make and receive calls. The Diverse system is suitable for connection to switchboards which return secondary proceed indication.

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Notes

CE compliant to 89/336/EEC
(EMC Directive) & 73/23/EEC (Low Voltage Directive)

APPROVED for connection to telecommunication systems specified in the instructions for use subject to the conditions set out in them

609031

Offices in Europe, North America, Japan and Asia Pacific.

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